

## **LEVELS OF NTO CASE MANAGEMENT**

### **PYRAMID OF ACTIVITIES AND PARTICIPATION RATES**

#### **Level 1: Exposure to NTO Career Information [100%]**

- Sees NTO videos, posters, brochures in public areas of Job Center
- Hears about NTO through community wide recruitment activities
- Attendance at ANY Job Center workshop includes integrated NTO information
- Completes NTO Career Options Survey at intake or any point of contact with staff
- Discovers NTO information on JobNET or local website or the Internet
- Receives NTO handouts from case manager or counselor

#### **Level 2: Career Decision Making for NTO [20% - 40%]**

- Attends in-depth NTO careers orientation session
- Attends in-depth NTO careers assessment session
- Works through career decision making one-on-one with staff
- Evaluates interests, job readiness, skills and supportive service needs

#### **Level 3: Preparation for NTO [15% - 20%]**

- Attends comprehensive NTO pre-employment preparation program
  - Career Exploration
  - Occupational Skill Building
  - Assertiveness Training
  - Physical Strength Development
  - Mentor/Support Network Contacts
- Addresses basic skills deficiencies
- Addresses barriers to NTO jobs, including: lack of driver's license, start-up equipment & tools, childcare, transportation, etc.
- Completes NTO post secondary degree program

#### **Level 4: Entering NTO Employment [10% - 20%]**

- Obtains NTO career through...
  - Entry Level Job
  - NTO Work Experience Site
  - Apprenticeship
  - NTO Degree Program
- Conducts job hunt including special NTO activities
- Uses peer network to learn about industry hiring
- Prepares NTO resume

#### **Level 5: Retention in NTO [10% - 20%]**

- Receives personal support through...
  - Peer / Mentor Network
  - Staff Counseling
  - NTO Newsletters
  - Staff Mediation
- Receives institutional support through...
  - Job Center services for employers, including employer training on diversity and harassment